



Complaint Form

Date: January 21, 2011

Complainant or Legal Representative Information:

* Required Fields

Name * Wheeler M Tillman

Firm (if applicable)

Mailing Address * 8811 University Blvd

City, State Zip * North Charleston, SC 29406 Phone * 843-442-9435

E-mail * Wheelerti@BellSouth.Net

Name of Utility Involved in Complaint: * South Carolina Electric & Gas

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- ☐ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☒ Wrong Rate ☐ Refusal to Connect Service
☒ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue
☐ Service Issue ☐ Meter Issue
☐ Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of
ORS Contact: Stacy

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

SCE&G Account #: 6

The service address is my residence. My residential property contains three separate buildings. Two of the buildings are on one meter. The third building is on a separate meter. The rate for the first two buildings is residential. The rate for the third building has also been residential for ten years. The rate for the third building is contested with this complaint. From September 2000 until November 2010 the rating on this third building was residential. In late October 2010 the utility company sent one of their security policeman who informed me that SCE&G "made a mistake" on the rating on this building. This security policeman said the building service should be rated "commercial" not "residential". I told the security policeman that SCE&G had previously investigated this problem in September 2000 and made a determination after that investigation that the service site was "residential" not "commercial". I told the security policeman that I had the name of the SCE&G official who made this determination. The security policeman then told me, "I will have supervisor call you.". I gave the security policeman my business card and said I looked forward to talking with his supervisor. Contrary to the statement the security policeman made to me, his supervisor did not call me. Instead, SCE&G changed the rating on my billing for this third building. Now it is being charged the "commercial" rate, not the "residential" rate. I don't have the name of the security policeman, but he was white, 6/2", and drove a brown unmarked car.

I refuse to pay the bill for this third building until this matter has been resolved. (Exception, I will gladly pay the "residential" rate on this third building if the utility will send me such a bill.) This property, including this third building, is my residence. All three buildings are located on the same tract of land. I am 69 years old. For tax purposes, I receive the legal assessment ratio of 4% because this property is my legal residence and I receive the \$50,000 deduction from it assessed value for the homestead exemption. The SCE&G employee who originally made the investigation of the rating for this third building was "Bob White". I met with Bob White on Friday, 1/14/2011, who examined the interior of the building. He saw the bathroom, my clothes hanging, refrigerator, coffee pot, two pianos, my stereo system, my parlor games and my library. He then showed me a document from the SCE&G rating manual which attempts to define a building which "qualifies" for a residential rating. It says something about need to have a kitchen. However, this rating guide sheet which he showed to me was dated about October 2010. For the rating on this third building, any change in SCE&G's so-called definition of a residence made in October 2010 should not apply since such guideline would cause a breach with the customer of the rating for this particular building.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Rating should be returned to "residential". End of problem. This property should be grandfathered and the original agreement between SCE&G and the customer (Tillman) entered into ten years ago should be kept. This is a breach of an agreement by

SCE&G. Why would a security policeman in an unmarked car come to this property site? The bill had been paid timely for the entire ten years.

SCE&G has now threatened to stop electric service to this third building on 1/28/2011 by 5 PM if the bill of \$45.42 is not paid. This is for the prior month at the "commercial" rate, which is under protest. SCE&G should not be allowed to terminate electric service while this protest is being processed to conclusion.

STATE OF SOUTH CAROLINA)
)
COUNTY OF Charleston)

VERIFICATION

I, Wheeler M Tillman verify that I have read my complaint filed on January 21, 2011
Complainant's Name * Date *
and know the contents thereof, and that said contents are true. Wheeler M Tillman
Complainant's Signature *

Internal Use Only

Processed By	Date
H.E.	

SERVICE FOR
WHEELER M TILLMAN
8811 UNIVERSITY BLVD
NORTH CHARLESTON SC 29406-9839

ACCOUNT NUMBER

Page 1 of 3

AMOUNT DUE
\$79.10

BUSINESS CUSTOMER SERVICE
24 HOURS A DAY

1-866-543-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY
Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

STATEMENT DATE

Jan 19 2011

Electric Usage History - kWh



	Jan 10	Jan 11
kWh used	336	97
Avg regional temp	43	43
Days in billing period	31	33
Cost	\$37.42	\$30.70

For a complete set of tools to analyze your usage,
log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the "Past Due Amount" of \$45.42 so that we receive payment by 5:00 PM on 01/28/11.
2. Pay the "Current Charges" of \$33.68 so that we receive payment by 5:00 PM on 02/09/11.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

Previous Bill Amount	\$45.66
Adjustments	-0.24
Payment Received	No payments received
	-0.00
Past Due Amount	\$45.42
Current Charges due on 2/9/11	33.68
Total Amount Due	\$79.10

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

Electric Charges	\$33.00
Other Charges & Credits	0.68
Total Current Charges	\$33.68

Posting Summary	SERVICE FOR 8811 UNIVERSITY BLVD			
	ACCOUNT NUMBER	STATEMENT DATE	AMOUNT DUE	DATE DUE
		1/19/11	\$79.10	2/9/11

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

ACCOUNT NUMBER



Your account is Past Due

PAST DUE AMOUNT	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
\$45.42 due 1/28/11		\$33.68 due 2/9/11		\$79.10

A 000000000000 11 BN 019406534

WHEELER M TILLMAN
DBA LIBERTY LAW LIBRARY
8811 UNIVERSITY BLVD
NORTH CHARLESTON SC 29406-9839

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check and make payable to SCE&G.

